

Customer Service Contacts

For all inquiries, please provide as much information as available. This will assist with effective processing of your request. Include your full name, address, date of birth, and all United States government-issued travel documentation (provide only the photo page and biographic page), along with a detailed explanation of your inquiry.

1. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)

DHS TRIP provides a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at ports of entry, including either delayed or denied boarding on commercial air carriers that operated within U.S. Airspace; delayed or denied entry into the United States via airport, border crossing, or seaport; or who are repeatedly subject to additional screening. The DHS TRIP Program Office is responsible for managing the process for intake, inquiry review, and determination as well as for responding to the applicant.

For more information on DHS TRIP or to submit an inquiry, please visit the DHS TRIP website at: <http://www.dhs.gov/trip>.

If you are uncertain about the source of the information or the agency responsible for maintaining the information which you believe is the cause of your travel concern, you should begin your inquiry with DHS TRIP.

2. CBP INFO Center

The CBP INFO Center is able to provide travelers with accurate uniform information about CBP's regulations and procedures to help them with their travel needs. You may contact the CBP INFO Center in one of three ways:

- **Telephone** – If calling within the United States, call (877) 227-5511. International callers should call (703) 526-4200. Calls will be processed between the hours of 8:30 a.m. and 5 p.m. Eastern Time.
- **Online** – Through the “Questions” tab at <http://www.cbp.gov>

- **Mail:**

U. S. Customs and Border Protection
CBP INFO Center (Rosslyn VA)
1300 Pennsylvania Avenue, NW
Washington, DC 20229

If you have concerns about how you were processed or treated, please provide your full name and a detailed description of your concerns. Include the date, time, and location of your CBP screening.

3. Freedom of Information Act (FOIA) and Privacy Act (PA) Requests

If you would like to request that CBP provide you with a copy of the record that pertains to you, then you may submit a FOIA or PA request to CBP at the following address:

United States Customs and Border Protection
1300 Pennsylvania Avenue, NW
Attn: Mint Annex Building, FOIA Division
Washington, DC 20229

For more information on FOIA, visit the website at: <http://cbp.gov/xp/cgov/admin/fl/foia/>

When submitting a FOIA or PA request for records that pertain to you, you must provide your full name, current address, date and place of birth, and either a notarized statement or a statement signed under penalty of perjury stating that you are the person that you claim to be. In addition, you should provide any other personally identifying information you believe might be helpful in locating your record(s). If someone is requesting these records on your behalf, they must submit documentation signed by you naming them as your designated representative.

After receiving your request, the CBP FOIA Office will process the request and respond with copies of those records that may be disclosed. Please note that FOIA and PA requests are only intended to provide access to CBP records.

If you have questions concerning, for example, the reason why your entry into the United States was denied, delayed, or other screening related issues then you should contact DHS TRIP.

www.cbp.gov

CBP Publication No. 0102-0809

August 2009



Securing America's Borders

The CBP Screening Process



U.S. Customs and
Border Protection

Authority to Search

The Congress of the United States has authorized U.S. Customs and Border Protection (CBP) to enforce homeland security-related laws and laws of other Federal agencies at the ports of entry and to conduct searches and inspections necessary to assure compliance with those laws. CBP's broad authority therefore allows CBP officers to conduct searches of people and their baggage, cargo, and means of transportation to ensure all requirements for entry into and exit from the United States are met.

The laws and regulations we enforce include, but are not limited to:

- Admissibility of aliens;
- Importation of agriculture, plant, and animal products;
- Importation of goods, animals, and produce;
- Transportation and reporting of currency and other monetary instruments;
- Preventing the importation of illegal drugs and other contraband; and
- Exportation of weapons and items subject to defense trade controls.

Why You May Be Selected for a CBP Inspection

You may be selected for an inspection for a variety of reasons including, but not limited to:

- Your travel documents are incomplete or you do not have the proper documents or visa.
- You have previously violated a U.S. law that CBP enforces.
- You have a name that matches a person of interest.
- Your name is included on the national registry for sex offenders.
- You have prior convictions or a criminal record for crimes.
- You have been selected for a random inspection.

An inspection may not be made on any discriminatory basis (e.g., solely based on race, gender, religion, or ethnic background).

What to Expect During a CBP Inspection

The CBP officer may request specific, detailed information about your travels, may inspect your baggage, and/or may conduct a personal search.

When being inspected, you should be treated in a courteous, dignified, and professional manner. However, please keep in mind that this is a law enforcement environment, and travelers who are intent on breaking the law will attempt to find out what the officer is doing in order to avoid detection. For this reason, our CBP officers may not answer specific questions regarding an inspection. You may always ask to speak with a CBP supervisor.

Collection of Personal Information

CBP collects information about people traveling into and out of the United States including basic biographic data; information from any travel documents; details about where the traveler is staying in the United States, and the planned purpose for the traveler's visit. This information may be collected from a traveler at a port of entry. In the case of international air and sea travel, it may be collected before a traveler's arrival in or departure from the United States. This information is used to assess the admissibility of aliens and to enforce United States laws at the ports of entry effectively and efficiently. CBP also collects pertinent data about businesses, vehicles, aircraft, and vessels related to the laws we enforce.

CBP receives and may share this type of information, as appropriate, with other Federal, State, and local agencies as well as with foreign authorities. CBP may query its record systems to ensure compliance with United States customs, immigration, agriculture, and other Federal laws. For example, our border enforcement systems provide officers with access to information on outstanding warrants; stolen vehicles, vessels or firearms; license information; criminal histories; and previous Federal inspections.

CBP Pledge to Travelers

- We pledge to cordially greet and welcome you to the United States.

- We pledge to treat you with courtesy, dignity, and respect.
- We pledge to explain the CBP process to you.
- We pledge to have a supervisor listen to your comments.
- We pledge to accept and respond to your comments in written, verbal, or electronic form.
- We pledge to provide reasonable assistance due to delay or disability.

Privacy Protection

CBP maintains all data we collect in secure computer systems on a secure network. CBP is committed to protecting travelers' personal data consistent with U.S. laws. We have privacy protections in place to safeguard this data properly. We also have policies in place to prevent misuse of personal information, and those policies are regularly evaluated and updated to ensure continued security and protection. In place to prevent misuse and those policies are regularly evaluated and updated to ensure continued security and protection.

